Bruhat Bengaluru Mahanagara Palike

Tender Notification No: BBMP/DCIO-IT/PR/48/2023-24, Dated 05-02-2024

Integrated Voice Response System (IVRS) for Bruhat Bengaluru Mahanagara Palike (BBMP)

(Dated: 13-02-2024 @ 15-30 Hrs)

Representatives Present:

1) Suchit B T, M/s Transact Global

2)Mohammad Rafiq, M/s G S Management

Sl No	Clause	Page No	Description of Clause in RFP	Clarification Sought / Modification Required	Decision Taken
1	2	3	4	5	6
A) M/s Sterlite Technologies Ltd. (STL), e-Mail: riya.thacker@stl.tech, Dated: 12-02-2024					
1	General Query	-		Please specify if Solution needs to be in high availability.	No Change The required, availability requirement already mentioned in RFP.
2	General Query	-		Please Specify required number of PRI Lines.	As per Scope of work & SLAs the bidder should decide the number of PRI lines & must deliver the full scope.
3	General Query	-		Please Specify number of seats/agents required to do inbound or outbound calling with citizens	Seats / Agents are not asked from bidder.
4	Introduction	1	Introduction, Point c: AI based Chatbot System for Citizen's queries.	Please Specify whether a new chatbot system is to be provided or will continue using Sahaaya system.	As per RFP the required solution be delivered Sahaaya will not give Chatbot.
5	Scope of Work Over View	3	Scope of work, 2.1 Overview Point no-f): The BBMP may ask other grievances of citizens with respect to other services of Revenue BBMP to be handled by this IVRS System.	Please clarify this point how will other grievances be managed and from where we will get data for other grievances.	The scope to look, to be delivered in IVRS system which is clear in the RFP. The grievance handling its details are not a scope of work as sought in this question.
6	Scope of Work Service Deliverables	4	Scope of work, 2.2 Services Deliverables, Point no b: Follow up on the grievances within the BBMP by regular reminder calls to the officers and staff with whom the citizen grievances are pending. Once a grievance is declared disposed either in Sahaya System or any other Complaint Management System, call out the citizen and obtain his/her feedback about the closure of the grievance and in case the citizen is not happy/satisfied with the disposal then reopen the complaint and pursue with the concerned officer/staff. Also call his next superior and inform him/her of the unsatisfied closure by the subordinate.	Please specify that do we need to propose a CRM to BBMP or it will continue using Sahaya grievance system.	Sahaaya as an independent system and will continue. The IVRS will integrate with Sahaaya system and deliver Scope of work as written in the RFP.

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7	Scope of Work The Complaint Registration System	4	Scope of work, 2.3 The Complaint Registration System : The Complaint Scheduling CRM (Customer Relationship Management) of the agency may be used and if the BBMP makes available any CRM, then the same shall be utilized.	Please clarify this point, it is not clear if the bidder needs to provide complaint scheduling CRM or BBMP's CRM is to used.	Sahaaya as an independent system and will continue. The IVRS will integrate with Sahaaya system and deliver Scope of work as written in the RFP.
8	Additional Clause	-		We strongly recommend to add the said clause to promote domestic manufacturing under Make in India The Lead Bidder and its consortium members shall comply with the following notifications issued to promote domestic manufacturing under Make in India: Issued by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion (Public Procurement Section) 1) Order No. P-45021/2/2017-B.E.II dated 15.06.2017, further revised vide Order No. P-45021/2/2017-PP (BE II) dated 28.05.2018 2) Order No. P-45021/2/2017-PP (B.E.II) dated 29.05.2019 3) Order No. P-45021/2/2017-PP (B.E.II) dated 04.06.2020 Issued by Government of India, Ministry of Communications, Department of Telecommunications 4) DOT Notification No. 18-10/2017-IP dated 29.08.2018. We strongly recommend to consider the clause So, the feature reach Make in India Telecom product will be able to strongly participate for this opportunity.	No Change in RFP.
9	Additional Clause	-		We strongly recommend to add the said clause to promote domestic manufacturing under Make in India According to the Indian Telegraph (Amendment) Rules of 2017: From 1st Oct 2019, any list of telecom products covered under SCS and GSC which is being used or capable of being used shall have to undergo prior mandatory testing and certification in respect of parameters as determined by DoT from time to time. Attaching the TEC link for your kind perusal. http://www.tec.gov.in/mandatory-testing-and-certification-of-telecom-equipments-mtcte We strongly recommend to consider the observation shared, and make TEC certification Mandatory for Telecom equipment OEMs for conformance, performance, interoperability, health, safety, security, and seamless functioning of existing and future networks as per the standards laid down, by Telecom Engineering Centre (TEC) under the Department of Telecommunications, Govt. of India.	No Change in RFP.
B) M/s G S Management, Dated: 13-02-2024					
10	Registration under OSP category with the DoT, Govt. of India	7	Bidder must be registered with DoT GOI	Request for relax the clause.	Not Accepted

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11	Turnover	7	Bidder should have a minimum average turnover of Rs. 10 Crores **per year** (Rupees Ten Crores) from Indian BPO or Call Centre operation business in the proceeding three financial years. (2020-21, 2021-22 & 2022- 23). Out of the said turnover at lease Rs. 50 Lakhs (Rupees Fifty Lakhs) shall be from IVRS business in at lease any one year out of the last three years.	Bidder should have a minimum average turnover of Rs. 10 Crores **Cumulative** (Rupees Ten Crores) form Indian BPO r Call Centre operation business in the preceding three financial years. (2020-21, 2021-22 & 2022-23)	The bidders minimum average turnover from Indian BPO Or Call centre operation business in the preceding, these years (2020-21, 2021-22, 2022-23) shall be Rupees 5.0 Crores. In case of 2022-23 provisional accounting with 2019-20 turnover additionally given (in such case) will be considered.
12	Number of Seats	8	The Bidder must be **currently operating** 200 or more seats for call centre operations in Bengaluru on the date of bid submission and shall have IVRS functioning.	The Bidder must be **executed the operating 200 or more Members** for call centre operations in Bengaluru with **IVRS / Call Centre Support Software** functions.	Not Accepted, RFP remains unchanged.
13	Local Office and Manpower	8	The bidder should be in **IVRS System Business** and have on its rolls in Bengaluru, Karnataka at least 100 employees.	The Bidder should be executed IVRS / **Call Centre Support Software System Business** in Bengaluru, Karnataka with at least 100 employees	Not Accepted, RFP remains unchanged.
C) M/s Transact Global, e-Mail: s.vinodraj@transactglobal.com, Dated: 13-02-2024					
14	Introduction	1	b - Enabling IVRS based interactive System to respond to and answer citizen FAQs	Do we need enable voice bot service to answer citizen's enquiries? If it is, do we have a readymade Questions and answers to publish depends on IVR choice. And how the database going to come to us?	The requirement is only of IVRS and for that purpose necessary infrastructure be done.
15	Introduction	1	c - AI based Chatbot System for Citizen's queries	Do we need to enable chat bot service for Citizen's queries? If it is, do we have a fixed Questions and answers to implement in Chat, or do we need to enable AI based chatbot. Is this chat based Web chat applet?	The requirement is only of IVRS and for that purpose necessary infrastructure be done. AI Chatbot not required.
16	Introduction	1	d - Automated Escalation System for Property Tax tracing.	We can achieve this with CRM service. Do I need to implement a CRM to enable automated Escalation System. If it is, I need to understand more about this process and requirements.	The IVRS shall be integrate with Sahaaya and according to that Capacity should be there to integrate to interface with Sahaaya at different points of workflow through APIs.
17	Services Deliverables	4	e (i) - Calls made and the number of property taxes successfully recovered	How can I get the recovered details to generate MIS report.	As per IVRS own data, MIS report be generated.
18	Services Deliverables	4	e(ii) - Grievances handling including the number of unsatisfactory disposals which IVRS converted into satisfactory disposals	How can I get the Unsatisfactory disposal details to generate MIS report.	This will come from API from Sahaaya.
19	Services Deliverables	4	e.iii - The report on officer/staff wise calls made for grievance addressal and also unsatisfactory disposal calls.	How do I know if the call is unsatisfactory/satisfactory disposal.	This will come from API from Sahaaya.
20	The Complaint Registration System	4	2.3 - The complaint Registration System (CRM)	What is the purpose of Complaint Management System? Do I need to implement a CRM system to register complaints, or is it BBMP responsible to provide a CRM?	CRM is Implemented in Sahaaya IVRS should integrate with the same at different points of workflow through APIs.

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21	Reporting requirements to be given in hard and soft copy	5	2.4 - Voice recording of all incoming and outgoing calls	Since it is only a IVR broadcasting, why do we need the recording? And also, it is only for outgoing IVR broadcasting, how can we get incoming calls.	Incoming calls & recording is dispersed with.
22	Operational SLAs	10	5.2 Operational SLAs	In this entire 5.2 section (5.2.1, 5.2.2, 5.2.3, 5.2.4), it seems the process is outgoing calls and availability of resources to attend the calls. Need more clarification.	The outgoing manual calls will be by BBMPs, separate systems, IVRS solution is need.
23	Bid Security or Earnest Money Deposit (EMD)	13	6.1.3 - Bid security or Earnest Money Deposit (EMD)	In this RFP, it is mentioned 2 Lakhs, where as it is mentioned 5 Lakhs in Page no.2. Please clarify it is 2Lakhs or 5 Lakhs.	EMD shall be Rs 5.00 Lakhs.
24	Format-6: Commercial Bid Form	34	13.6 Format-6: Commercial Bid Form	Do we need to quote for 1.8Lakhs calls per month+ Tax If it exceed the number of calls what is the procedure as per the commercial bid form in the portal, or do I need to quote cost per call made plus tax?	Quote per call out as clearly written in financial bid of RFP, The total expected number of monthly calls at the table in paragraph 2.6 at page no-5. But quote should be **"Per Call Cost".**

(As Approved by the Special Commissioner (IT) in Original File)

(B Prabhakara)
Deputy Chief Information Officer
Bruhat Bengaluru Mahanagara Palike